Remlee Green

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Project portfolio: remleegreen.com

Summary

Experienced, adaptable, and motivated team player in the UX field. Lover of organization & efficiency. Proven talents in a diverse range of UX & design skills. Certified Scrum Product Owner experienced in both traditional and agile delivery methodologies.

Experience

Director of User Experience

Glasswall Solutions – Chelmsford, UK (WFH)   2021-present

UX Design Lead

Mass General Brigham - Boston, MA   2019-2021
Guided design of several healthcare applications that improved efficiency by automating workflows and communication to patients

- Led initiative to perform and analyze qualitative user research for a major redesign of an existing application
- Improved patient experience and supported healthcare equity by creating simple, effective messaging and providing options for communication methods and languages
- Designed applications that improved efficiency of clinicians, pharmacists, and navigators by automating workflow, scheduling, and patient messages
- Created journey maps, workflows, wireframes, and user stories to relay design ideas to stakeholders and development
- Supervised the UX Designer, led a patient communication team, educated others about the field of User Experience, and worked to implement strategies for collaborating across roles

UX Design Lead & Vice President

State Street Global Advisors - Boston, MA   2017-2019
Served a lead role in a value proposition project to redesign and merge ssga.com & spdrs.com, international sites with complex compliance requirements and many variations for countries and roles

- Guided stakeholders through the design process to flow content in a way that supports user needs, as well as business needs
- Planned new navigational structures across sites for products and regions, and streamlined sites to reduce overhead and simplify user journeys
- Created sketches and wireframes to aid decisions on prominence and hierarchy of content and convey layout needs to visual designers
- Coached content publishers and designers on best UX practices

- Led a separate stream to design the back-end authoring experience to promote efficiency, sustainability, and scalability
- Coordinated the work of visual designers to bring concepts to life
- Represented business needs to the development team by writing, presenting, and prioritizing stories and being involved in daily agile activities and releases

Senior User Experience Analyst (contract)

Harvard Medical School - Boston, MA   2017

Provided the strategic direction for development of a cutting-edge, collaborative tool used by research institutions nationwide

- Balanced business and user needs on an agile development team and worked closely with stakeholders to define and prioritize design requirements
- Promoted usability and accessibility standards through comprehensive heuristic reviews
- Created sketches and wireframes to convey design layout for development teams

Senior Information Architect

Sapient Global Markets - Boston, MA   2015-2017

Collaborated with clients in the financial industry to translate user needs, business objectives, and technology capabilities into world-class user experiences by applying user-centered design methods

- Created compelling representations of high-level interaction, navigation, and organization design for leading-edge web solutions and software
- Redesigned and improved complex systems by creating well-organized site architecture and intuitive navigation focused on user needs
- Led user interviews and observed users on-the-job, and distilled research findings into actionable outcomes, personas, task flows, and journey maps
- Developed wireframes and prototypes to convey organizational structure, hierarchy, and relationships of screens in a site
- Created visual designs to communicate style specifications to developers

User Experience Specialist & Web Product Manager

MIT Libraries - Cambridge, MA   2010-2015

Managed successful, efficient project teams to design and re-design websites, from concept to production, including libraries.mit.edu, a highly lauded site among academic library sites

- Created project briefs, wireframes, and prototypes to convey design ideas and specifications to stakeholders, visual designers, and users
- Gathered user research with a variety of methods, including traditional usability tests, guerrilla testing, card-sorting, heuristic testing, photo diary studies, observational studies, focus groups, and interviews, to improve virtual and physical user experiences
- Wrangled web content and designed information architecture to create an increasingly cohesive, consistent web presence across multiple sites and platforms
- Performed webmaster duties, provided customer support, troubleshot technical problems, and coordinated over 30 web content creators

- Championed responsive design and worked closely with creator of MIT Mobile app to focus on services users need on-the-go and improve the Libraries' mobile experience
- Started the MIT Libraries' social media presence to extend the virtual user experience & promote user engagement and gained 11,000 Twitter followers
- Trained staff & users on a variety of topics, including best practices for writing for the web, getting organized, and mobile apps for academics

Librarian for Web Technologies & Neuroscience

MIT Libraries, Engineering & Science Libraries - Cambridge, MA   2006-2010
Improved the website as a User Interface Group member, provided reference support to the MIT community, and served as Library Liaison to MIT's Brain & Cognitive Sciences department
- Used in-depth knowledge of users' research habits to improve the Libraries' websites and search tools
- Led the Libraries' betas program to provide users with innovative new services

Senior Processing Assistant

MIT Libraries, Science Library - Cambridge, MA   2004-2006
Maintained collections and provided reference support

Library Assistant III

MIT Libraries, Schering-Plough Neurosciences Library - Cambridge, MA   2001-2004
Supervised student workers, supported collections, and maintained the library's website

Senior Staff Assistant

MIT Laboratory for Computer Science - Cambridge, MA   2000-2001
Provided executive assistance for the Director

Computer Skills

- Wireframing & design tools: Sketch, InDesign, Axure, Balsamiq, PowerPoint, sketching
- Web development tools: Dreamweaver, HTML, CSS
- Content Management Systems: Microsoft Dynamics 365, Adobe Experience Manager, WordPress, LibGuides

Education & Training

- **Scrum Product Owner Certification (CSPO)**   2015
  Scrum Inc., Cambridge, MA
- **Statement of Accomplishment: Human-Computer Interaction**   2012
  Stanford University online class, apprentice track
- **Masters of Library & Information Science**   2006
  Simmons College, Boston, MA
- **Bachelor of Arts in Classics & English, Minor in Sociology/Anthropology**   2000
  Allegheny College, Meadville, PA